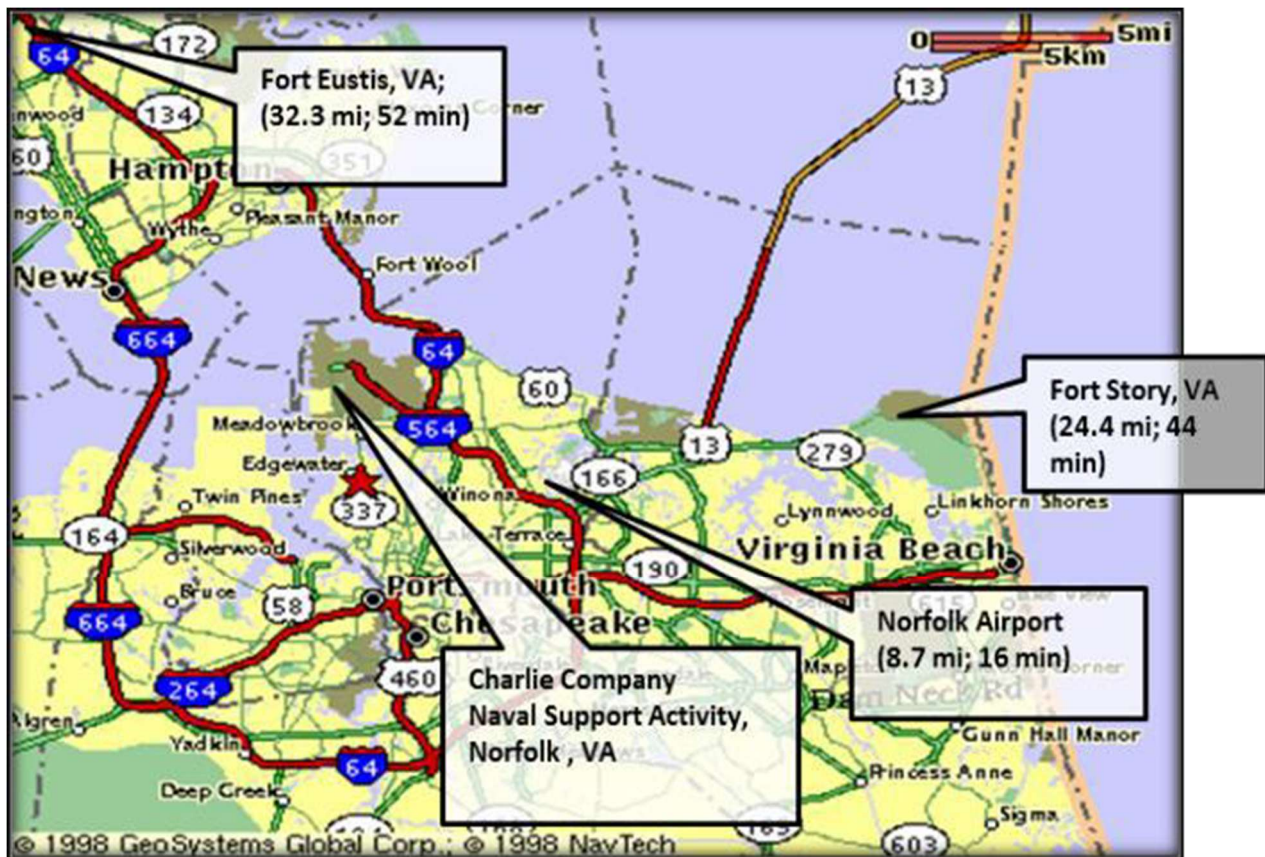


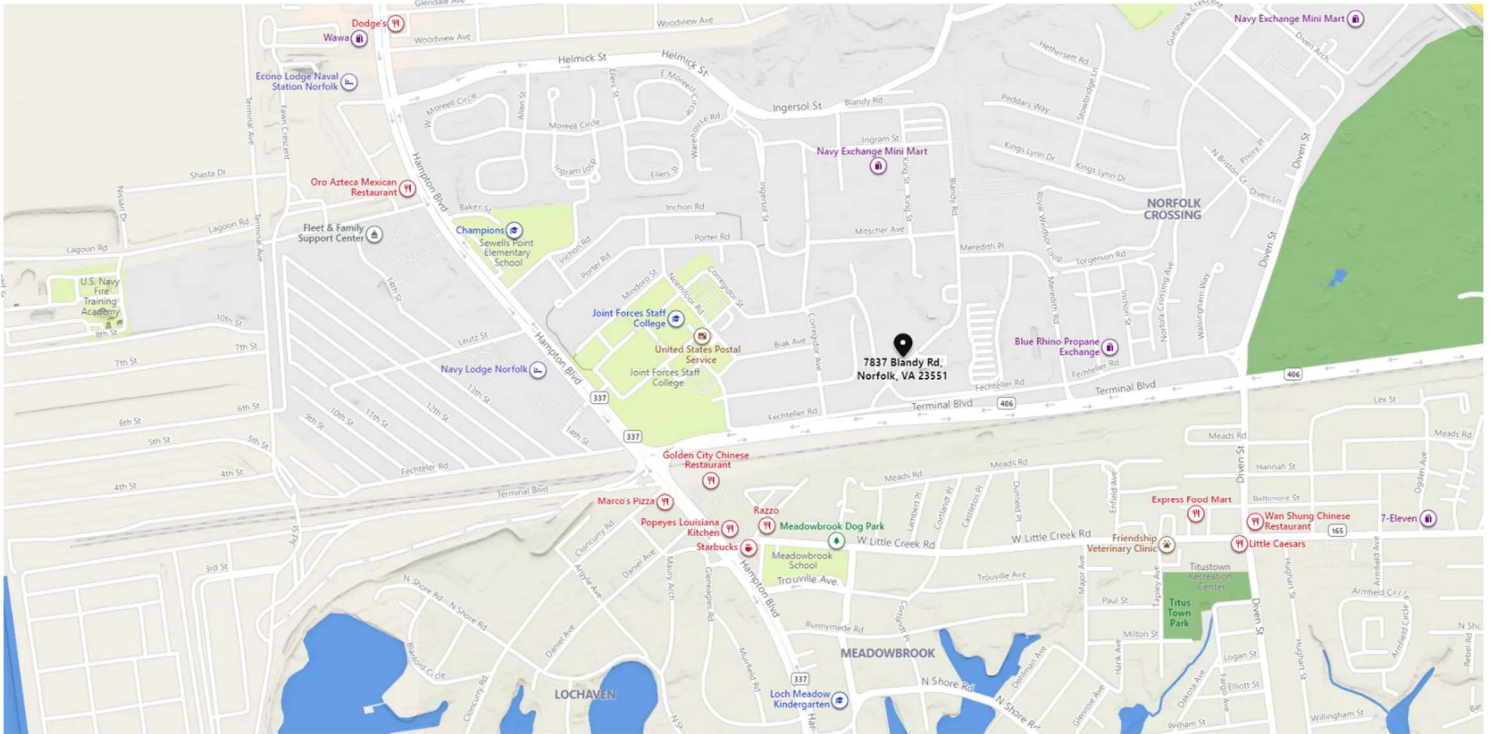
Norfolk, Virginia

C CO, AFSOUTH BN, USANATO BDE

Admin Agent & Newcomers' Support Guide

(MARCH 2025)





Contact Information

C CO, Commander: +1 757-747-4103 (Office)

C CO, First Sergeant: +1 757-404-7795 (Mobile); +1 757-747-4131 (Office)

Address:

C CO, AFSOUTH BN
7837 Blandy Rd
Norfolk, VA 23551
+1 757-747-4131

Supported Organization

Charlie Company HQ
Supreme Allied Command Transformation (SACT)
Joint Forces Command Norfolk (CSU Norfolk)
(CSU Norfolk)

Welcome

Dear “Cobra Nation” Soldier,

On behalf of Charlie Company “Cobra Nation”, Allied Forces Command South (AFSOUTH) Battalion, US Army North Atlantic Treaty Organization (USANATO), I would like to extend my personal and warmest welcome to you and your family. Please let either the Company Commander or First Sergeant know how the Command can assist in any way during your transition to and around the Hampton Roads area.

The “Cobra Nation” Company mission is to provide training, administrative and personnel support, coordinate all logistical support, and oversee operational readiness for all US Army Soldiers assigned to Headquarters Supreme Allied Command Transformation (SACT), NATO Communications and Information Agency (NCIA), and Joint Force Command Norfolk of Naval Support Activity Norfolk, VA. Above all, our Company’s job is simple: to support, train and maintain the readiness needs for our Soldiers.

We accomplish these tasks by training and working around your primary NATO mission and schedule, as best as possible. We coordinate with multiple, nearby Joint Bases and agencies, which enable us to complete all necessary readiness and training requirements. Our end state is that individual Soldiers and Family Members are provided excellent support, sustaining mission and training readiness, all while maintaining Joint and Multinational partnerships.

Above you will find maps of the Naval Support Activity, Norfolk and Fort Eustis/Joint-Base Langley- Eustis (JBLE). All Soldiers are required to conduct in-processing at the company and at Fort Eustis. Also, provided are some helpful points of contact, in/out processing, online training requirements, and fact sheets for any emergencies or issues prior or signing in; please use these resources to help ensure your arrival is smooth, easy, and as stress free as possible.

Again, Welcome to the Charlie Company “Cobra Nation” family. I look forward to you and your family joining this great USANATO organization. I believe you will find your assignment here to be a challenging, yet rewarding and enjoyable experience. May you be safe on your travels and transition into your new assignment.

Charlie Company Commander and 1SG



HQ Supreme Allied Commander Transformation Office of the Chief of Staff

Norfolk, Virginia | USA



February 2023



Vice Admiral Guy Robinson CB OBE

1. On behalf of the Supreme Allied Commander Transformation (SACT), General Philippe Lavigne, French Air and Space Force, I extend a warm welcome to you and your family to Headquarters Supreme Allied Commander Transformation (HQ SACT), Norfolk, Virginia, USA. HQ SACT is the only permanent NATO strategic command outside of Europe and serves as the vital transatlantic link in strengthening the Alliance.
2. Allied Command Transformation (ACT) is the Alliance's warfare development command. As such, we define the future military context, identifying challenges and opportunities in order to maintain a warfighting edge. We ensure maximum interoperability, give structure and priority to NATO forces through defence planning and capability development, apply innovation to leverage ideas, and in all of this connect with the intellectual horsepower of the large network of industry, academia, military and civilian expertise in nations, in NATO agencies and NATO Centres of Excellence.
3. Throughout your tour of duty, you will work alongside fellow military professionals from all 30 NATO nations, a multitude of partner nations, NATO civilians and contractors, who together comprise the personnel of HQ SACT. We continue to strive to assemble a rich and varied mix of talent who can take on complex and demanding tasks, both here in Norfolk and at our subordinate organizations in Europe, to ensure NATO remains fully capable and relevant into the future.
4. In this important endeavour, I will ensure that you are given the necessary direction and guidance, support, empowerment and resources to accomplish this. In return, you will need to quickly familiarise yourself with ACT and our strategic goals so that you can establish your role in order to ensure success. You will also have to immerse yourself in your responsibilities and use your wealth of experience to positively challenge the way we operate in order to bring about change through innovative and transformational practices. Most of all, I want you to feel part of a team where you are respected for who you are and where your opinions count and will make a difference.

5. Working alongside personnel with different cultures and practices will be challenging but also extremely rewarding. It will require understanding and positive engagement to facilitate you and your colleagues delivering to your full potential. The opportunity to mix socially with many nationalities is a rare privilege; therefore, I encourage you to not just work hard, but also take full advantage of the opportunities and experiences Virginia and the wider USA has to offer.

6. You will receive an e-mail from your NLR with pre-arrival information and instructions. Please communicate and work closely with your NLR and sponsor regarding these procedures, and to have any questions answered concerning your assignment and transition. I strongly encourage you to visit our newcomer's [website](#) for valuable newcomer information that will assist you as you transition to HQ SACT and the greater Hampton Roads, Virginia area. You can also start to keep up to date with the latest developments at the Command by following our social media presence on [Facebook](#), [Twitter](#), [YouTube](#) or [LinkedIn](#).**



Guy Robinson CB OBE
Vice Admiral, GBR N
Chief of Staff

Copy to:

Headquarters Supreme Allied Commander Transformation 7857 Blandy Road, Suite 100
Norfolk, Virginia 23551 United States of America

* ACT has 3 outstations: the Joint Warfare Centre (JWC) in Stavanger, Norway; the Joint Force Training Centre (JFTC) in Bydgoszcz, Poland; and, the Joint Allied Lessons Learned Centre (JALLC) in Monsanto, Portugal. ACT also has a liaison officer in the US Department of Defence at the Pentagon, and a SACT representative (SACTREPEUR) and staff at the NATO Headquarters, Brussels, as well as a staff element in Europe (SEE) in Mons, Belgium.

** Newcomer's website: <https://www.act.nato.int/newcomers>; Facebook: <http://www.facebook.com/NATO.ACT>;

Twitter: http://twitter.com/NATO_ACT; YouTube: <https://www.youtube.com/user/NATOACT/videos>;

LinkedIn: <https://www.linkedin.com/company/nato-act/>

Resources

Location

The NATO Supreme Allied Command Transformation (SACT) is located on Naval Support Activity (NSA) Hampton Roads, Norfolk, Virginia. The nearest major Army installation is Fort Eustis in Newport News, Virginia about 31 miles away. Soldiers assigned to SAC-T, NCIA and JFC-Norfolk fall under Charlie Company, AFSOUTH Battalion, USANATO Brigade.

While the Battalion HQs is in Naples, Italy, the Company HQs is located on NSA Hampton Roads. The Brigade HQ is in Sembach, Germany.

Due to our location, the CG of the Center for Initial Military Training (CIMT) at Fort Eustis has GCMCA authority.

In-processing

Report to Charlie Company first. After initial in-processing at the Company, company NCOs will coordinate with the Soldier Support Center at Fort Eustis. From there they will direct you through the rest of the in-processing procedures, including appointment dates and addresses. In total, you will have to in-process the company, Fort Eustis, and if assigned to a NATO position, the SACT HQ.

Soldiers should arrive with the following documents:

- PCS Orders
- Leave Form
- Driver's License
- Medical and Dental records
- Wills and Powers of Attorney
- CIF printout
- Copy of Last Evaluation (if applicable)
- APFT/ACFT within the past six months of arrival on DA Form 705
- Mandatory 350-1 training completion certificates
- SERE
- Information Security
- Cyber Awareness
- OPSEC
- AT Level 1
- TARP
- Leaders Safety and Occupational Health
- Weapons qualification, within the past six months of arrival. Bring your current weapons card with you for in-processing.
- Dental status Category I or II PHA up to date
- Family Care Plan
- Immunizations up to date
- All personnel must bring a copy of their security clearance certificate.

- All personnel will be briefed on security regulations and procedures upon arrival. The National Liaison Representative (NLR) will ensure your security clearance is up to date. The NLR will also help you renew your security clearance if it out of tolerance.

Garrison Support

Joint Base Langley-Eustis is the closest major Army Installation, although minor services can be found at the smaller Joint Expeditionary Base-Fort Story. NSA Hampton Roads has very limited resources on site (U.S. post office, fitness facility, Marine exchange), and most personnel will drive the 32.7 miles to Fort Eustis. It is because all major support resources are there, that in/out-processing is scheduled with them. C Company HQs staff will be sending your in or out-processing documents to each respective offices during your transition. Ensure that you include the C Company HQs on all communication when in or out-processing to ensure proper accountability.

Temporary Lodging

Military lodging is available at Norfolk Naval Station. However, if space is not available you can stay at a local hotel in the Norfolk area after being issued a Statement of Non-availability by the Norfolk Naval Station Navy Lodge.

Norfolk Naval Station Navy Lodge 7811 Hampton Blvd
Norfolk, VA 23505
757-489-2656

Econo Lodge Naval Station Norfolk 805 Hampton Blvd
Norfolk, VA 23505
757-451-0000

Hampton Inn Norfolk-Naval Base 8501 Hampton Blvd
Norfolk, VA 23505
757-489-1000

Coordinate with your sponsor for room reservations before your arrival. TLA is authorized as a reimbursable expense for no more than 10 days after your arrival. During that time, you must find a place to live. If you stay in the hotel past 10, please be aware that you will have to pay that expense out of pocket. DO NOT USE your GTC card to pay for your stay past 10 days.

Medical/Dental

The nearest military treatment facility is Charette Naval Health Center in Portsmouth, VA (informally known as Portsmouth Naval Medical Center - NMCP) 10 miles from NSA Hampton Roads. The

NMCP can be contacted at 757- 953-5129 and the Branch Dental Clinic contacted at 757-953-8635 to make appointments. The nearest Army medical treatment facility is McDonald Army Community Hospital (MACH) at Fort Eustis, VA. Call 757-314-7500 for appointments. Fort Story Medical Clinic is also available for medical and Dental appointments. Call 757-422-7822 to make an appointment for PHA and 757-422-7077 to make an appointment for Dental.

IT Support

NCIA supports all personnel assigned to Charlie Company when using NATO Unclassified. The NEC assigned to 93rd Signal Brigade at Fort Eustis, supports all NIPR IT requests/issues.

Reassignments

When a Service Member out-processes from Charlie Company their main POC is the Charlie Company HQs. The Company coordinates the issuance of PCS orders from the STB S1 at Fort Eustis.

Request for replacement of PE and MOU personnel is coordinated between the Senior National Representative (SNR) / the Senior Army Officer (SAO) with ECJ1 Strength Management Division.

Clearance

The NATO Secret, SF86 renewals, and other clearances are processed by the NLR or AFSOUTH Battalion S2 through the NSE at Charlie Company HQs in Norfolk, Virginia. If fingerprints are required, the Service Member must travel to the PMO on base.

Hand Receipts

The Company Commander at Charlie Company HQs Norfolk, Virginia controls the property books.

UCMJ

The Company Commander at Charlie Company HQs Norfolk, Virginia holds UCMJ Company Grade authority. The AFSOUTH Battalion Commander in Naples, Italy holds UCMJ Field Grade authority. The CG of the Center for Initial Military Training (CIMT) at Fort Eustis has GCMCA authority.

The AFSOUTH Battalion Commander in Naples, Italy will hold SCMCA for E1 through E7. SCMCA E8 and above will be held at CIMT at Fort Eustis.

Casualty Reporting

In case of casualty or serious injury, contact the Company Commander or First Sergeant immediately. They will provide instruction on how to properly report the casualty and request all necessary information needed to submit a CCIR. Recommend SAO/SNR review the Brigade and Battalion Casualty SOPs for more guidance that is detailed.

Schools

There are no DODs schools on post. Below are surrounding school districts:

- Norfolk Public Schools
- Virginia Beach Public Schools

- Chesapeake Public Schools
- Portsmouth Public Schools
- Suffolk Public Schools

Child Care

Norfolk Child and Youth Programs provide child development and recreational services for children 6 weeks to 12 years of age. The Child Development Center provides full and part day care for children 6 weeks to kindergarten. The School Age Center provides before and after school care and Day Camp experiences for children. Currently the waiting time for infants is 8-11 months and children 2+ years the wait time is 5-7 months. Contact the NSA Child and Youth Programs at 757- 444-3379 or

866-628- 9232.

Fort Eustis Child Development Center offers full-day, before/after-school services, preschool and hourly programs, for children 6 weeks to kindergarten age and can be contacted at 757-878-4025.

Family Child Care (FCC) homes are available.

Passports

Passports are not required at this duty location. Dependent on your position/job assignment TDY travel may be required for you to travel overseas to one of the outlining NATO countries. Service Members that do have a current passport may travel freely for these TDY routines (via NATO travel orders that will be provided). Service Members that do not have a current passport will report to the National Liaison Representative (NLR) Office prior to your departure date and receive NATO Orders. More information may be obtained by contacting the NLR Office at 757-747-3314 or 757-747-3581.

Housing

Single soldier barracks are not available. Military family housing is available, and information can be found at the following website: <http://www.lincolnmilitary.com> or call 757-369-8335 or visit the Fort Eustis Housing Office web site at <http://www.fteustishomes.com/>. Generally, all E6 and above will be directed to stay off post in private housing.

Shopping

Exchange: NSA Norfolk has a large NEX mall complex and multiple Shoppettes around the station. Fort Eustis and Langley AFB each have their own Exchange, Clothing & Sales, and Commissary.

Commissary: NSA Norfolk and Fort Eustis both have commissaries.

MWR Facilities: Recreation at NSA Norfolk and Joint Base Langley-Eustis include bowling, library, auto hobby, recreation facilities, golf, gym, tennis, swimming, outdoor activities, fishing, and stables.

Banks: The most used bank in the area is Navy Federal Credit Union. More information is available at <https://www.navyfederal.org/>.

Mail/Post

Mail is delivered through the US Postal System. Mail is handled at the Registry Office of SACT HQs. The Charlie Company mailing address is:

ATTN: Charlie Company
7857 Blandy Road, Suite 100 Bldg. NH-23 Norfolk, VA 23551-2490

Vehicles

The minimum age for driving in the United States is 16 years. Personnel must pass the State driving and theory test to obtain a US Driver's License. The nearest vehicle-processing center (VPC) is Norfolk VPC. More information is available at <https://www.pcsmypov.com/Locations/Norfolk%20VPC>

or by phone at 757-320-4254; toll free 1-855-389-9499. It is recommended to research your need for EZPASS. This service is a passive toll collection method and required on many of the highways in the region.

EO/SHARP/EEO Reporting

All Casualty, SHARP, MEO, or EEO should be reported to the chain of command within 24hrs of the incident. When reporting the incident, the command needs to know the following information to write up a CCIR:

DTG of report

Location of the incident Description of the incident

4 W's (Who, What, When, and Where)

Detailed Summary

Age

DODID.

HELPFUL MOVING TIPS

1. **CLEAN YOUR PROPERTY AND RESIDENCE.** Transportation Service Providers (TSP)/Carriers can refuse to work in what they consider unsanitary conditions. Empty trashcans, wash dishes and clothes. Unload dishwasher and clothes dryer. If you have a pet, vacuum pet hair from floors and furniture. Consider taking your pet to a friend's house during the pack out.
2. **SECURE YOUR VALUABLES** in a safe location (locked in your car). Passports, airline tickets, wallets, jewelry, must-have documents, etc., anything that you don't want the TSP/carrier to pack.
3. **SEPARATE PRO-GEAR.** Have unaccompanied baggage (UB) also.
4. **REMOVE TV** antenna/cable/satellite dishes.
5. **DISCONNECT CABLES** from stereo equipment, computers, etc.
6. **DISASSEMBLE EQUIPMENT:** all outdoor play equipment (playhouses, swing and gym sets, trampolines, portable basketball hoops, etc.).
7. **REMOVE CURTAINS** and curtain rods or other holders from the walls. Remove racks, hooks, shelves from the walls, cabinets or doors.
8. **DRAIN and DRY WATERBEDS** and hot tubs. The movers will disassemble standard waterbeds only. If complicated construction, please notify outbound transportation office.
9. **DRAIN GAS and OIL** from lawn mowers, snow blowers, and other gas-powered equipment.

10. **PROVIDE MAKE, MODEL and SERIAL NUMBERS** of stereos, video equipment, TVs, cameras, home computers, etc., to the TSP/carrier for the inventory (this helps with claims).
11. **PREPARE PERSONAL INVENTORY** of "Collectibles," signed paintings, original CDs, DVDs, VHS tapes (by artist and title). The carrier WILL NOT do this. Ensure TSP/carrier inventory states "ORIGINAL" CDs etc., not just quantity.
12. **DISCARD** worn out and unneeded items (this could save you from going overweight).
13. **SEPARATE PERISHABLE and UNAUTHORIZED FOOD** items. The TSP/carrier WILL NOT pack perishable items. They will pack dry and canned goods.
14. **REMOVE PROPERTY** from attic, crawl space and any location that would require a ladder to reach. The TSP/carrier WILL NOT go into these areas. The TSP/carrier can also refuse to go into any area that they CANNOT stand up-right in sloped ceiling or with an unfinished floor.
15. **STAY AT HOME** as long as the packers are at your residence. Leaving to run errands compromises the security of your property and puts the packers in an uncomfortable position.
16. **DON'T SCHEDULE CLEANERS** for the same day as your pack out date(s). Problems could arise that may prevent the cleaners from cleaning and the TSP/carrier from packing services.
17. **KEEP PHONE SERVICE** until after the pack out, if possible. TSP/Carrier may need to call regarding your move or problems may arise that you need to report to Transportation Office or Quality Control on your pack date.
18. **CALL** Langley Air Force Base Quality Control at (757) if problems arise during your move.



1-800-628-9466
www.navy-lodge.com

Navy Lodge

"Spirit of Hospitality"

Ph: (757) 489-2656
Fx: (757) 489-9621

Navy Lodge Norfolk
7811 Hampton Blvd • Norfolk, VA 23505

TRICARE Appointment Card

Military Treatment Facility Appointments

Hampton Roads Appointment Center
1-866-MIL-HLTH (1-866-645-4584)

TRICARE Service Center—TRICARE Information
1-877-TRICARE (1-877-874-2273)

Naval Medical Center Portsmouth Health Benefits
(757) 953-2610/2611

TRICARE Online.com



Branch Medical Clinic Naval Station Norfolk

General Business Hours 0730-1630
PHARMACY is open from 0700-1800 M-F
No civilian prescriptions after 1730

Closed weekends & All Federal holidays.
Military Acute Care M-F 0700-1700

In the event of an **Emergency**, call **444-3333** or **911**.

Clinic Information	953-9000	Optometry	953-8996
Health Promotions/PHA	953-9042	Occ Health	953-8793
Immunizations	953-8717	Ob/Gyn	953-9001
Laboratory	953-8958	Overseas Screening	953-8851
Acute Care Department	953-8760	Pharmacy	953-8832
Medical Records	953-8700	Refill Line	953-6337
Prev Med	953-8806	Radiology	953-8767
RSO Medical	445-5446	Health Benefits	953-8708
Primary Care	953-8816	Appt. Line	1-866-645-4584
Physical Therapy	445-1162	Aviation Med	953-8859

Leading the Way in Customer Service Excellence

TRANSITION PROCESSING FACT SHEET

Soldiers must go thru their unit, Battalion, or Brigade S-1 prior to reporting to Building 650:

Officers – Room 124 Phone (757) 878-1395

Enlisted – Room 131 Phone (757) 878-4431

Clearance papers are issued weekdays between 1300 – 1600 hours using the following guidelines:

- a. 7 working days – Soldiers (residing in base housing & off post).
- b. 5 working days – Soldiers residing in barracks

*****REQUIRED DOCUMENTS*****

- Orders and Amendments
- DA Form 31 (approved)
- Unit/Battalion/Brigade/ Clearance Record (DA Form 137-1)
- Army Transition Program Exit Survey
<https://www.myarmyoneresource.com/ArmyTransitionProgramExitSurvey> or Google Survey G3 IST

FINANCE INPROCESSING BRIEFING

FINANCE BRIEFING IS EVERY WEEKDAY AT 1300 HOURS DAILY. REPORT TO BUILDING 650 Monroe Avenue Room # 118.

1. All Soldiers must go to their battalion first to be assigned a unit before reporting to the briefing.
2. Soldiers must come with all applicable documents along with their copies made prior to reporting to the briefing.

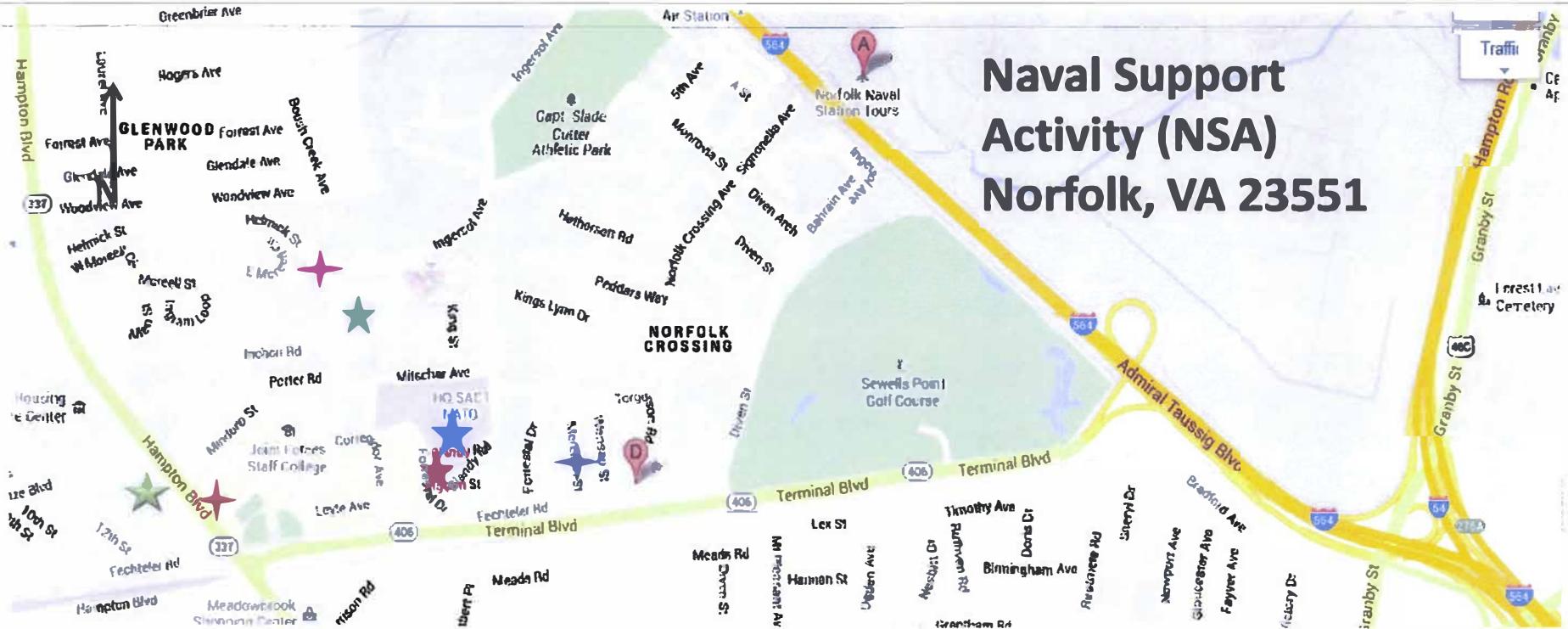
DOCUMENTS NEEDED

- 3 copies of stamped orders and amendments
- 2 copies of PCS leave form (DA 31) signed out and signed in. (If Soldier requested Permissive TDY they must have housing stamp)
- Copies of travel advance payment documents
- Copies of settled, itemized lodging for TLE
- Spouse's SSN (if married)
- Copy marriage certificate (if initiating BAH)
- Copy of airline tickets and flight itinerary
- Copy of termination of government quarters
- Copy of all gas receipts, weight tickets, tolls, registration, and rental agreement for DITY moves

If Soldiers do not have appropriate stamps and documents at the time of in processing, they will be asked to leave and come to the next briefing.

DMPO Fort Eustis

Naval Support Activity (NSA) Norfolk, VA 23551



★ **Navy Lodge**
7811 Hampton Boulevard Bldg SDA-313 Norfolk, VA 23511
Tele: 757-489-2656

★ **HQ C Co, AFSOUTH BN, USANATO**
Blandy Road, Bldg NH-23, Norfolk, VA 23551
(757)- 747-3424

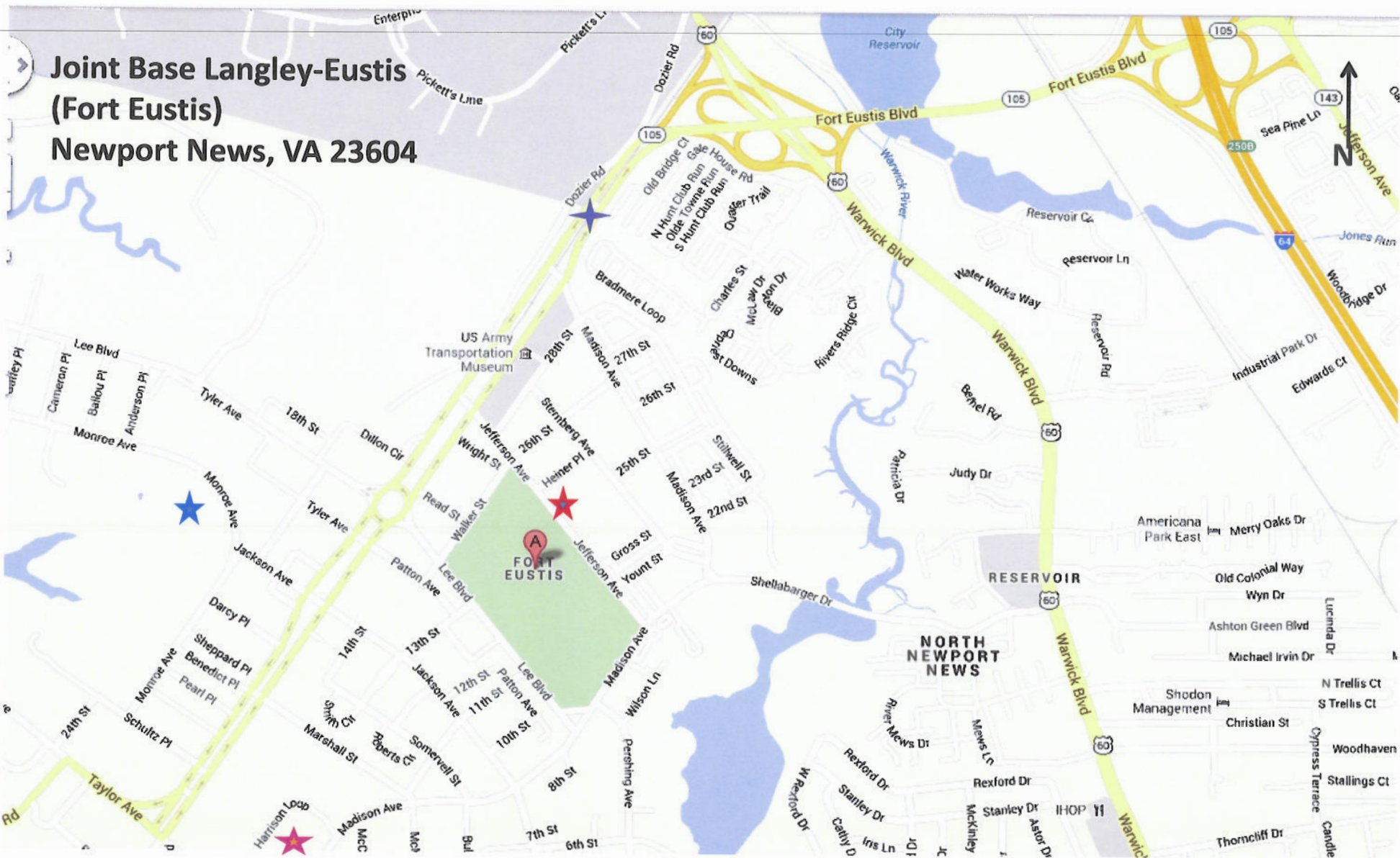
★ **HQ SACT**
7857 Blandy Road, Bldg 31, Norfolk, VA 23551
(757)- 747-4143

★ **NCIA**
Blandy Road, Bldg NH-95, Norfolk, VA 23551
(757)- 747-3555

★ **NSA Main Gate Open 24 hours**

★ **NSA Gate Open 0600-1800**

★ **NSA, Joint Forces Staff College Gate
0600-1800**



**Joint Base Langley-Eustis
(Fort Eustis)
Newport News, VA 23604**

★ McDonald Army Community Hospital
576 Jefferson Ave, Fort Eustis, VA 23604
(757)- 314-7500 / Appt line; 1-866-645-4584
-McDonald Army Community Dental Clinic
(757) 878-3434

★ JB Langley-Eustis Main Gate
★ Soldier Support Center (In/Out Processing)
Monroe Ave, Ft. Eustis, VA 23604
★ Ft. Eustis Occupational Health (HIV, Hearing, Vision)
Harrison Loop, Bldg 2792 B, Fort Eustis VA 23604 (757) 878-1200